

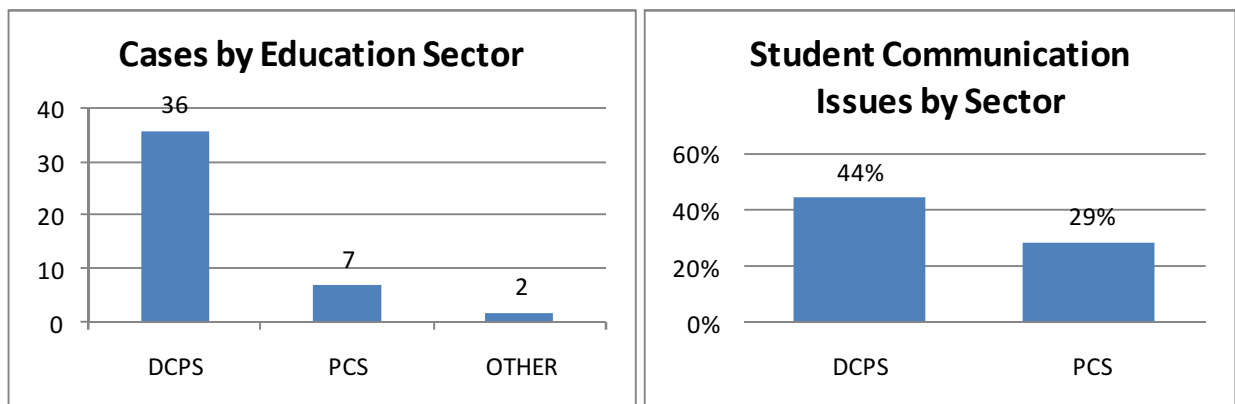
June 2008 Monthly Case Summary

Notes from the Ombudsman

The Ombudsman is a neutral, independent resource for problem resolution in District of Columbia Public Schools (DCPS), Public Charter Schools (PCS) and the University of the District of Columbia. Each month the Office of the Ombudsman for Public Education submits a summary of findings to the public. This month's report was done in conjunction with the upcoming End of School Year Report which includes June data.

In June, 45 individuals contacted the office with requests for help resolving cases involving 50 issues. The vast majority of issues occurred within DCPS. Of the 45 cases, 26 are closed to date. The following offers an overview of cases received this month.

Monthly Data



Issue Highlight: Student Communication

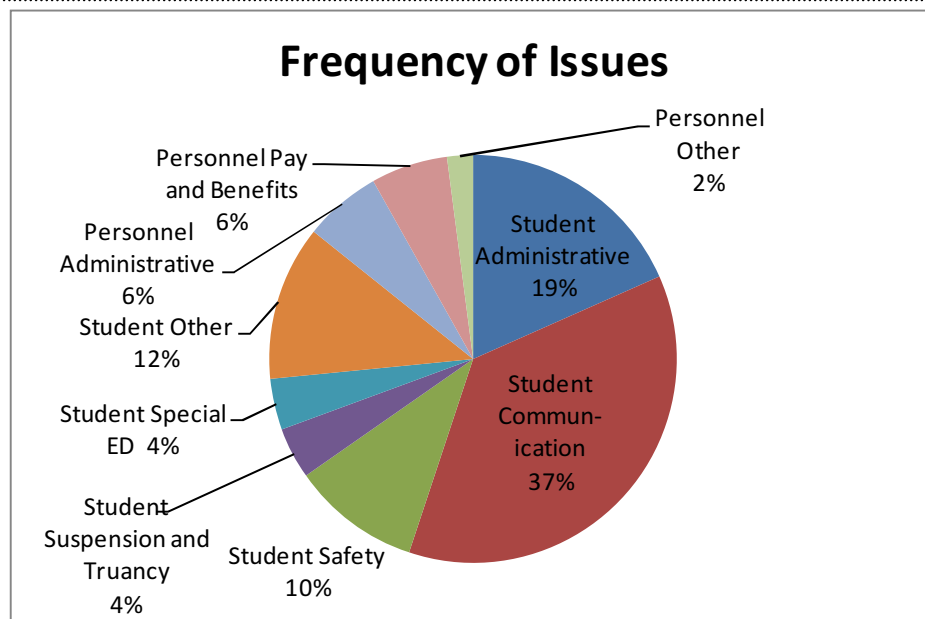
This month, 37 percent of all cases were related to student communication. Usually communications issues occur in conjunction with administrative issues. This month, however, communications issues stood alone. Many of the cases involved parents dissatisfied with information they received from the school regarding graduation requirements or promotion. The June cases differ from graduation cases in other months because the complaints focused on lack of information instead of process. A graph on the following page shows that communications issues represents a majority of the contacts from DCPS families. Many of these cases were resolved by facilitating meetings with the school official or teacher and the parents. This process promoted mediated communication between the school and parents and led to equitable and impartial resolution of each concern.

Number of Cases
45

Number of Issues
50

**Most Frequent
Student Issue:**
Communication

**Most Frequent
Personnel Issue:**
Administrative



In June, personnel issues related mostly to pay and benefits and administrative concerns such as hiring policies. Student administrative issues also dealt largely with graduation and grade completion procedures. This month issues in “Student Other” related to facilities issues (ex. Lack of air conditioning) and behavioral issues with students around a school. The office immediately notifies the Office of Facilities Management about facilities issues and works with families and school officials to address student behavior.

The chart below is a breakdown of the types of issues generated from families requesting help with DCPS-related issues. Student communication, administrative and safety were of largest concerns this month. In public charter schools, too, student cases related most to communication and administrative concerns. Again, these were mostly concerns about requirements for promotion.

